ANNUAL REPORT

2025

Quidos Ltd.

Accreditation Scheme

Annual Report 2025

QUIDOS

The answer to energy efficiency

About Quidos

Established in 2004, Quidos operates as a quality-driven and customer-focused Accreditation Scheme for Energy Professionals. Our core role is to uphold the quality and integrity of energy assessments across the UK, enabling homeowners and occupiers to make informed decisions about energy efficiency improvements that enhance comfort and help reduce fuel poverty.

We provide accreditation, training, and software solutions to the highest industry standards. The scheme is audited biannually by the government, and we have consistently received excellent feedback. Quidos is recognised for its commitment to quality, support, and innovation, ensuring that our energy professionals are equipped to perform their roles to the highest standard.

In recent years, Quidos has evolved into a group of companies offering services across the retrofit sector, including compliance, consumer protection, software development, and carbon trading. Our ambition, as "the answer to energy efficiency," is to contribute meaningfully to reducing carbon emissions within the built environment.

Foreword

The past year has been characterised by transition, uncertainty, and gradual progress within the energy assessment sector. Across England, Wales, and Northern Ireland, 2025 presented a mixed landscape. Activity within the existing homes market remained relatively resilient, with an increase in lodgements nationwide. However, demand in the new-build and non-domestic sectors softened, largely due to limited policy progression.

Throughout the year, the industry experienced delays in policy clarity, with several key reforms and consultations progressing more slowly than anticipated. There is, however, a clear expectation that early 2026 will bring forward many of these long-awaited developments.

Despite these challenges, 2025 also marked important progress. The introduction of RdSAP 10 represented a significant advancement in domestic energy assessment. While the updated methodology has increased the time and level of detail required to complete assessments, it delivers clear benefits, including improved recognition of modern technologies, updated emissions data, and more relevant recommendations.

The rollout of RdSAP 10 presented challenges across the industry, offering valuable lessons as we move towards the Home Energy Model (HEM). Now that systems have stabilised, RdSAP 10 is proving to be a robust interim framework ahead of this transition.

Looking ahead, the direction of the sector is becoming increasingly clear. Reforms to Energy Performance Certificates (EPCs), potential updates to Minimum Energy Efficiency Standards (MEES), the development of the Future Homes Standard, and the shift towards more advanced modelling approaches all indicate a sector that will continue to evolve rapidly.

Despite uneven market conditions, Quidos experienced strong growth during the year. Encouragingly, the importance of energy assessment is gaining broader recognition among lenders, policymakers, and industry stakeholders. This presents a significant opportunity for assessors and accreditation bodies to play a key role in shaping the future of energy efficiency across the built environment.

Our focus remains on supporting our members, maintaining high standards, and enabling the industry to adapt positively to change. In a time of reform and increasing expectations, the contribution of competent energy professionals has never been more important.

We look ahead with optimism and remain committed to delivering better buildings, better data, and better outcomes.

We anticipate that 2026 will be a pivotal year in which meaningful change begins to take shape.

Billy Say
Scheme Manager

Review of the Period

Since coming under new ownership in December 2023, Quidos has undergone significant structural transformation and now operates as part of the wider Quidos Group. Through a combination of acquisitions and joint ventures, the organisation has made substantial investments in software development, particularly within the retrofit sector.

This strategic approach has driven growth in both membership and lodgements across all accredited strands. Throughout 2025, the company experienced steady growth, with momentum increasing towards the end of the year. Despite the announcement that ECO4 will be withdrawn, Quidos has positioned itself to remain agile and adaptable to future market changes. We anticipate that 2026 will represent our strongest year of growth to date.

Key Highlights:

- An increase of over 28,000 domestic lodgements compared to the previous reporting period
- Continued growth in non-domestic lodgements following a significant rise in the previous year
- A marked increase in Display Energy Certificates (DECs)

All auditing targets were successfully met, with an overall improvement in audit pass rates.

Staff numbers have remained stable, and we have continued to leverage technology to enhance operational efficiency and improve the member experience. This has enabled us to maintain a high level of service delivery, with continued investment planned in this area.

Significant upgrades were delivered to both our desktop and mobile platforms for domestic lodgements following the release of RdSAP 10. In addition, we piloted our retrofit assessor software, which is scheduled for full release in 2026.

We remain committed to adapting to market demands while maintaining our core strengths: high-quality customer service, responsiveness, and innovation.

Membership

Quidos is approved by MHCLG to accredit all strands of energy assessment, enabling our members to produce EPCs, DECs, and Air Conditioning Inspection Reports across England, Wales, and Northern Ireland.

In 2025, membership increased across all strands, with particularly strong growth in Domestic Energy Assessors (DEA) and Non-Domestic Energy Assessors (NDEA). This growth is attributed to increased investment in software, enhanced marketing activity, and the expansion of our training provision.

We expect continued growth in these areas, supported by the upcoming release of new retrofit-focused software and anticipated EPC reforms expected towards the end of 2026.

Assessment Strand	Total Memberships
DEA	1275
OCDEA	78
NDEA (L3,4,5)	269
DEC	65
ACIR	54
Total	1741

*These numbers are from 31st December 2025

Lodgements

Across the industry, lodgement volumes increased for existing buildings, while new-build and non-domestic sectors experienced a decline. DEC volumes remained broadly stable during 2025.

Despite these mixed market conditions, Quidos recorded strong performance. DEA lodgements increased by 18.75%, driven primarily by membership growth and continued investment in software. NDEA lodgements also increased slightly, despite a wider industry decline.

A significant increase in DEC lodgements was achieved following the return of a key customer. OCDEA activity remained stable despite a notable downturn across the sector, while ACIR lodgements also increased.

With EPC reform high on the policy agenda and anticipated increases to minimum energy efficiency standards, we expect continued growth in EPC volumes in both existing and new-build markets. However, greater policy clarity is needed within the non-domestic sector, where a gradual decline has been observed.

Assessment Strand	Total Lodgements
DEA	179,403
OCDEA	1,902
NDEA (L3,4,5)	16,391
DEC	3,379
ACIR	1,275
Total	202,350

Quality Assurance

Quidos operates a robust auditing regime in accordance with the latest Scheme Operating Requirements (SOR) set by MHCLG. Our approach goes beyond minimum requirements to ensure high levels of quality and accuracy.

A minimum of 2% of all lodgements per strand are audited. These audits include a combination of random selection, risk-based (smart) auditing, and follow-on audits. Additional audits are conducted for new members, re-lodgements following failed audits, and complaints.

The introduction of smart auditing has significantly enhanced the effectiveness of our quality assurance processes, allowing for earlier identification of common errors and improved overall accuracy.

Quidos support a modernisation of the audit regime across the industry. We believe in identifying errors before they even get to audit and released software to do smart audit checks and other error checks prior to lodgement. We would like to see this go further across the industry.

Assessment Strand	Number of Audits	Audit Percentage
DEA	3641	2.03%
OCDEA	46	2.42%
NDEA (L3,4,5)	363	2.21%
DEC	74	2.19%
ACIR	34	2.67%

All reports falling outside acceptable error margins are corrected and re-lodged. Assessors are placed under follow-on auditing where necessary to ensure appropriate remedial action.

Quality standards are continuously reviewed, with insights fed back into training programmes, internal processes, and technical guidance.

Customer Satisfaction and Complaints

During the 2025 reporting period, Quidos received 108 complaints relating to EPCs, DECs, ACIRs, or assessor conduct.

This represents a significant reduction compared to the previous year. Many complaints were linked to misunderstandings of the methodology rather than deficiencies in assessment quality. In many cases, concerns were resolved through the provision of clear guidance and explanations.

The reduction in complaints reflects improved communication across the industry and the effectiveness of Quidos' dedicated queries support function, which helps resolve issues before they escalate.

We welcome scrutiny of EPC accuracy and assessor performance, as this contributes to raising standards across the sector.

All complaints are thoroughly investigated, categorised by severity and strand, and resolved appropriately in line with our published procedures and Code of Conduct.

Continuous Professional Development

Quidos requires all energy assessors to complete a minimum of 10 hours of CPD annually, with an additional 5 hours required for each additional accreditation strand. At least 50% of CPD must be certified.

Assessors must provide evidence of CPD on their annual renewal date, with 5% of submissions subject to audit. Failure to comply may result in disciplinary action.

We provide a wide range of CPD opportunities, including both online and in-person training. Topics include audit compliance, floor plan development, Legionella assessments, and lease planning.

In 2025, we launched a webinar-based CPD series, which proved highly popular across both free and paid sessions. These sessions enabled flexible, accessible learning delivered live by the Quidos team.

Future plans include expanding both in-person workshops and online learning content to meet diverse learning preferences.

Finance

All company accounts information can be found on Companies House under the Registration number 05665301.

Management Team

Managing Director	Catherine Garrido
Chief Technical Officer (CTO)	Chris Barrington
Scheme & Training Manager	Billy Say
Marketing Manager	Anastasiia Vereshko
Compliance Manager	Sarah Rigby
Accounts Manager	Dorota Wiechec

Contact Details
Address: Quidos Ltd. 9-10, Bath Street, Bath, BA1 1SN
Telephone: 01225 667570
Email: info@quidos.co.uk
Website: https://quidos.co.uk/